Government of Saskatchewan

Annual Report 2004-2005

Information Technology Office

Saskatchewan Centennial 2005

105-06533/

Annual Report
2004 – 2005

Information Technology Office

for the fiscal year ending
March 31, 2005

Published by Authority of
The Honourable Andrew Thomson
Minister Responsible for Information Technology

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Table of Contents

Letters of Transmittal 3

Introduction 4

Who We Are 5

Organizational Changes 7

2004-05 Results at a Glance 8

- Key Public Commitments 8
- Summary of Performance Results 8
- Key Accomplishments 9
- Summary of Financial Results 10

2004-05 Performance Results 11

- Goal 1 – World class and cost-effective IT service delivery 11
- Goal 2 – An environment that supports a prosperous IT industry 13
- Goal 3 – Technology enables better government program delivery and citizen services 13
- Goal 4 – Government's data is protected 15

2004-05 Financial Results 16

Where to Obtain Additional Information 17

Appendix A 18

- ITO Organizational Chart (As of March 31, 2005) 18

Appendix B 19

- Legislation and Regulations 19

Web address for the
Information Technology Office
2004-05 Annual Report:

http://www.ito.gov.sk.ca

Letters of Transmittal

Her Honour the Honourable Dr. Lynda M. Haverstock
Lieutenant Governor of Saskatchewan

May It Please Your Honour:

I respectfully submit the Annual Report of the Information Technology Office for the fiscal year ending March 31, 2005.

Andrew Thomson
Minister Responsible for Information Technology

The Honourable Andrew Thomson
Minister Responsible for Information Technology

Dear Sir:

I have the honour of submitting the Annual Report of the Information Technology Office for the fiscal year ended March 31, 2005.

Respectfully submitted,

Don Wincherauk
Chief Information and Services Officer

Introduction

This Annual Report provides performance and financial results for the Information Technology Office (ITO) for the 2004-05 fiscal year.

Until July 1, 2004, the ITO was primarily a policy and coordination agency. Adding an operations unit, and new regulations establishing the ITO as a department, allowed the ITO to start an initiative to transform information technology (IT) service delivery within executive government.

The IT transformation initiative will allow government to:

- Improve the efficiency and effectiveness of executive government's IT service delivery.
- Create a solid IT foundation that will enable and lead the transformation of government's business processes.
- Enable government to provide better and more cost-effective services to citizens and businesses.
- Promote and support an environment in Saskatchewan, which allows the IT sector to grow and prosper, so that it can create jobs and increase economic development.

The ITO is now responsible for transforming IT service delivery in executive government, setting government-wide policies and standards in IT infrastructure, IT support services, IT security, telecommunications, and e-government service delivery.

The ITO published a 2005-06 Performance Plan, which is available at http://www.ito.gov.sk.ca. In July 2006, the ITO will report results on this plan to support the continued implementation of government's accountability framework.

Who We Are

The ITO's 2004-05 mandate was to coordinate and implement a uniform and integrated approach to information technology and information management, including service delivery and data security, throughout all government departments and public agencies.

Our vision is to enable excellence in government service delivery through leadership and exceptional customer service in information technology.

Government is using IT to improve internal business processes, provide efficient public services, improve the delivery of citizen programs and services, and create a climate for a prosperous IT sector that supports economic growth. It is also important to ensure that IT service delivery is measured and that accountability practices, processes and standards are in place. As a central agency, the ITO manages government's corporate IT agenda and is responsible for the activities that help government meet its IT goals.

The ITO's activities are grouped into four main areas:

- Providing IT services;
- Developing government-wide IT policies and plans;
- Creating a climate for a prosperous IT industry; and
- Delivering IT governance and coordination.

Providing IT Services

This area involves activities related to providing all IT services to departments in the ITO service delivery partnership, including operating and managing IT infrastructure (networks and servers), ensuring data security, providing help desk services, developing IT applications, providing project management expertise on all IT projects, as well as managing, procuring and distributing IT hardware and software.

Government-wide IT Policies and Plans

These policies and plans include activities related to developing strategies, policies and standards for government-wide IT, information management (IM), improved citizen services, broadband infrastructure, security, geomatics (technology-based geographic information), and telecommunications. It also includes maintaining the Government of Saskatchewan Web site and liaising with other levels of government on IT-related issues.

Creating a Climate for a Prosperous IT Industry

The ITO is a primary contact between the IT industry and government. We support the Minister's Advisory Council on Information Technology. The Council is composed of key industry and academic leaders who provide the government with advice on fostering a climate for a prosperous provincial IT sector. A strong IT sector will also support growth in our traditional industries. We hold formal consultations with IT industry representatives. We analyze industry data and trends, and provide opportunities for the IT industry to leverage their knowledge and expertise in providing innovative solutions that support government's program and service delivery needs.

IT Governance and Coordination

This area includes developing, implementing and managing government-wide IT governance processes, as well as facilitating client department IT governance. It also includes activities related to managing relationships with clients, leading or coordinating government-wide IT and provincial geomatics initiatives, as well as providing business improvement services for client and cross-departmental initiatives.

As of April 1, 2005, the ITO had 85.4 full time equivalent (FTE) positions based in Regina, Saskatoon, Prince Albert, and Swift Current, providing IT services to over 2,600 clients in 10 other departments and agencies.

The number of ITO staff and clients will change over the coming year as additional departments join the ITO service delivery partnership.

Further information on ITO programs and initiatives is available on our Web site at http://www.ito.gov.sk.ca.

External groups with a primary interest in working with the ITO to improve government IT service delivery and grow the IT sector are:

- ***IT Industry***

  The ITO considers the IT industry a key stakeholder because they provide IT services, expertise and personnel to help deliver government programs and services to Saskatchewan citizens. The ITO will work with the IT industry to create an environment that grows the Saskatchewan IT sector and supports growth in traditional sectors.

- ***Minister's Advisory Council on Information Technology***

  The Minister's Advisory Council on Information Technology includes industry and academic leaders who are providing the government with expert advice on growing Saskatchewan's IT sector. The Council reports directly to the Minister Responsible for Information Technology and is focusing its efforts in the areas of capacity-building, commercialization and capitalization.

- ***SaskTel***

  SaskTel is a key service provider because it provides telecommunications services to executive government. The ITO partners with SaskTel in designing and implementing CommunityNet, the broadband network that connects all government departments, health facilities, schools and most libraries in the province. More information on CommunityNet is available at http://www.communitynet.ca.

Organizational Changes

The ITO underwent major organizational changes in 2004-05 as government initiated an aggressive plan to transform information technology (IT) service delivery within executive government.

The department expanded in size and scope with the merger of Corporate Information Services (CIS), an information technology (IT) operations branch formerly linked with the Department of Highways and Transportation (DHT). The merger allowed the ITO to move from a policy-driven shop to a fully functioning IT shop, that develops policy and delivers IT services to other government organizations.

CIS provided the ITO with an operations unit that includes help desk, server and network infrastructure, network analysts and technical support staff, as well as application development, maintenance and support staff.

This operations unit, and new regulations establishing the ITO as a department, will lead government's IT agenda and provide a focus on IT service delivery.

The ITO created a Corporate and Customer Services unit to manage internal ITO functions like finance and administration, client billing, business development, strategic planning, organizational development, and human resources.

This unit is also a liaison with the IT sector and provides external services such as client relationship management, geomatics coordination, and business process improvement services for ITO clients.

The ITO also developed a shared services agreement with DHT for financial services, and the Department of Agriculture and Food for human resource services. These agreements will allow the ITO to focus on its core business and support government's overall shared service objectives.

2004-05 Results at a Glance

The Information Technology Office (ITO) did not have a Performance Plan for the 2004-05 fiscal year. However, a variety of initiatives were completed in 2004-05, which supported the goals outlined in the 2005-06 Performance Plan. (The 2005-06 Performance Plan results will be reported in the 2005-06 Annual Report in July 2006.)

Key Public Commitments

CommunityNet Phase II

In June 2004, the ITO and SaskTel announced the launch of CommunityNet II, an initiative to provide high-speed Internet access to a minimum of 71 communities in the province and their surrounding areas. The project will also benefit most existing CommunityNet locations with a population of over 200, and schools located in communities with a population of over 100 that were previously serviced by Saskatchewan Communications Network (SCN) satellite technology. This is a multi-year project with completion scheduled for June 2007.

- VCom Inc. of Saskatoon was selected to provide the wireless technology for the CommunityNet II project.
- Planning and design was completed, with the implementation of the new service set for 2005-06.

Accelerate IT Transformation Initiative

In November 2004, the ITO received $1.715 million of additional funding to accelerate the consolidation of executive government IT services, support IT security, and increase support for online access to government programs. With the additional funding, the ITO:

- Completed a due diligence analysis on three IT organizations, and added five departments or agencies with over 750 users to the ITO service delivery partnership.
- Initiated and completed an Application Portfolio Assessment project, which identified the current state of executive government's application environment.
- Developed a new data center location with a core network infrastructure. This will increase security and reliability for all data in the ITO service delivery partnership.
- Developed a security policy and standard, based on an international standard, which will support the security of government's IT assets and information.
- Initiated a project to create a citizen service transformation strategy. This will improve the public's ability to interact with government services using multiple service delivery channels.

Summary of Performance Results

In 2004-05, the ITO began implementing a plan to transform government's IT service delivery by adding five departments to the ITO service delivery partnership. The ITO also completed a number of other activities that support corporate goals like creating an environment for a prosperous IT sector, using technology to provide better government service delivery, and ensuring the protection of government data.

Highlights of the key accomplishments by strategic goal, are outlined on the next page.

Key Accomplishments

Goal 1: World class and cost-effective IT service delivery

- Transferred the Department of Highways and Transportation's IT organization to the ITO to start the IT transformation initiative.
- Secured an additional $1.715 million of funding to accelerate the IT transformation initiative.
- Completed a due diligence analysis on three IT organizations, and started the due diligence analysis on two others, to facilitate a department decision to join the ITO service delivery partnership.
- Integrated five departments/agencies with over 750 users into the ITO service delivery partnership. The departments are: Industry and Resources; Government Relations; First Nations and Métis Relations; Culture, Youth and Recreation, and the Saskatchewan Municipal Board.
- Saved government approximately $1.2 million in IT investment by leveraging ITO infrastructure and eliminating redundancy.
- Created a government-wide it governance model to ensure that IT resources are deployed efficiently and supported government's strategic objectives.

Goal 2: An environment that supports a prosperous IT industry

- Established and supported the Minister's Advisory Council on Information Technology, which is providing advice and guidance related to commercialization, capitalization and capacity-building in growing Saskatchewan's IT sector.
- Hosted an IT symposium in Saskatoon, which provided approximately 70 industry representatives with a forum to identify issues and opportunities for IT sector growth.
- Met with over 100 IT companies to develop an understanding of their issues or concerns and identify opportunities for leveraging private sector knowledge in IT service delivery.
- Developed legislation that regulates the IT profession, provides title protection for the Information Systems Professional (ISP) designation, and provides a code of conduct/ethics for IT professionals.

Goal 3: Technology enables better government program delivery and citizen services

- Developed an inventory and assessment of citizen services being provided by executive government departments to support the development of a citizen service transformation strategy.
- Planned and announced CommunityNet II, which will provide high-speed Internet access to at least 71 more additional communities and their surrounding areas.
- Increased the popularity of the central Web portal as a vehicle for public access to government information and services. This included responding to 4,290 public requests and attracting 3.3 million users, which is 18 per cent more than the previous year.
- Facilitated the Learning Village pilot project with the Regina Separate, Yorkton, and Prince Albert school divisions, which enables online communication between administrators, teachers, parents and students.

Goal 4: Government's data is protected

- Developed a new security policy and associated security standards for the ITO, based on international ISO security standards.
- Developed and distributed a variety of documents to support the security of government's IT assets and information.
- Organized a government-wide committee to document specific sector security requirements that are needed as CommunityNet expands across the province.

Summary of Financial Results

The original 2004-05 budget was $2.609 million, but $1.715 million of additional funding was approved through supplementary estimates to accelerate the IT transformation initiative.

Total 2004-05 expenditures were $4.311 million, which was $13,000 below the approved $4.324 million budget level.

The ITO budget included 21 full time equivalent (FTE) positions. The ITO utilized 19.7 FTEs during 2004-05. The decrease in utilization was related to staff vacancies. IT staff from Industry and Resources, Government Relations, and Department of Highways and Transportation were not formally transferred to the ITO until April 1, 2005, so their FTE utilization is not included in the ITO's 2004-05 results.

2004-05 Performance Results

Goal 1: World class and cost-effective IT service delivery

Consolidation of IT service delivery is occurring in jurisdictions and agencies all over North America. Governments recognize that IT consolidation will provide better IT services and increase security while reducing IT service delivery costs and creating an opportunity to reallocate savings to new applications or processes that improve program delivery and citizen services.

The ITO is pursuing IT consolidation using the "vertical" integration model. Under this model, the ITO takes over all aspects of IT service delivery (help desk, infrastructure and application development) for departments joining the IT service delivery partnership. The ITO is confident that this model will provide tangible benefits in resource allocation, cost savings, security, risk management, strategic application development and better service delivery.

The ITO service delivery model works with strategic partners in using consolidated infrastructure (networks and servers) and software licensing as well as common application development processes to reduce IT service delivery costs.

The ITO is also implementing a new enterprise governance model to ensure that IT resources are deployed efficiently and are supporting government's strategic objectives.

2004-2005 Accomplishments:

- Transferred the Department of Highways and Transportation's IT organization to the ITO to start the IT transformation initiative.
- Secured an additional $1.715 million of funding to accelerate the IT transformation initiative.
- Developed regulations establishing the ITO as a department under the Government Organization Act. The regulations were passed on December 9, 2004.
- Added five departments with over 750 users to the ITO service delivery partnership. They include:
  - Industry and Resources;
  - Government Relations;
  - First Nations and Métis Relations;
  - Culture, Youth and Recreation; and
  - Saskatchewan Municipal Board.
- Completed or started a due diligence analysis on the IT environment at the departments of Finance, Environment, Learning, and the Public Service Commission.
- Through the IT consolidation initiative, saved government approximately $1.2 million in IT investment by leveraging ITO infrastructure and eliminating redundancy.
- Delivered at or above service levels for all clients in the ITO service delivery partnership. The servers were available Monday to Friday between 7:30 a.m. and 5:00 p.m. over 99 per cent of the time. When aggregated over the year, the "down time" was well under one per cent.
- Completed an Application Inventory and Portfolio Assessment Review for all executive government applications, which provided a comprehensive inventory of all applications in executive government. This assessment also identified the business function and the technology platform for each application. The current state of the application environment was identified and will be used as a baseline to develop an enterprise architecture that will lead to a desired future state.
- Procured a new data center facility to increase reliability and security for the ITO service delivery partnership. The data center facility includes a new core network infrastructure that will provide better reliability. The new facility was operational on May 14, 2005.

- Achieved cost savings for departments joining the ITO service delivery partnership through economies of scale and leveraging enterprise negotiations. This allowed Industry and Resources to save over $600,000

- Negotiated an Enterprise Software Licensing Agreement with Microsoft. This will reduce IT service delivery costs for executive government, Crown Corporations and, potentially, municipal governments. This agreement will reduce licensing costs by up to 35 per cent and will save government up to $1.5 million.

- Purchased Energy Star desktops, laptops and servers, resulting in less power usage by government computers.

- Instituted power management features on all computer equipment being used in the ITO service delivery partnership.

- Implemented Windows 2003 Server for ITO service delivery partners to address the December 31, 2004, deadline for loss of support on Windows NT 4.0 servers. The ITO also worked with other government departments to implement Windows 2003 Server in all but one department by the end of December 2004.

- Developed a shared services agreement with Highways and Transportation for financial services rather than create a financial administration branch within the ITO. A similar shared services agreement was developed with Agriculture and Food for human resource services. These agreements promote government's overall shared service objectives.

- Started developing a human resources development strategy to manage the human resource transition issues related to consolidating IT staff. The strategy incorporates best practices in organizational development by outlining key competencies for each type of position, providing assessment tools to evaluate IT staff, as well as offering learning and development plans for career and succession planning.

- Created a government-wide IT governance model to ensure that IT resources are deployed efficiently and are supporting government's strategic objectives.

- Provided all departments with guidelines for Information Technology Management Committees to help them establish departmental IT governance bodies.

- Supported the Geomatics Executive Council (GEC), which provided governance, strategic direction, collaboration, and coordination for geomatics initiatives within executive government.

- Developed a new CommunityNet governance framework for providing strategic and operational guidance for the ongoing development of CommunityNet.

- Provided professional Web development and hosting services to a number of departments and agencies that are members of the ITO service delivery partnership.

- Consulted and advised other government departments and agencies on Web-related issues, including development, maintenance, policies and standards.

- Launched an intranet site (ITOnet) that provides a broad range of information to IT employees across government. It is the first intranet site to be made available to departments across executive government. It is being used as a key communications vehicle to provide information on major ITO initiatives, like IT transformation, that impact all IT staff and executive government organizations.

- Developed and launched a government-wide electronic newsletter to inform government staff and departments about IT issues and ITO initiatives that impact their work and operations.

Goal 2: An environment that supports a prosperous IT industry

IT is a key strategic sector because of its own growth potential and because it enables competitive improvement opportunities across other traditional sectors. A sustainable Saskatchewan-based IT industry that can export its services anywhere in the world will support economic growth and create jobs in Saskatchewan.

Saskatchewan is home to branches of large, multi-national IT corporations, as well as many smaller IT companies, that are capable of providing world-class IT services to clients within, and outside of, Saskatchewan.

CommunityNet and SaskTel's commercial broadband Internet services make Saskatchewan the most wired jurisdiction in North America. By 2007, 86 per cent of the population will have access to high-speed Internet.

Saskatchewan also has the necessary educational system, work force, industry activity, and public sector involvement to become internationally recognized as a diverse and vibrant IT center of excellence.

These elements position Saskatchewan to create a climate for growth in the provincial IT sector. The ITO will work with the IT industry to identify and implement the best growth strategies.

2004-05 Accomplishments:

- A Minister's Advisory Council on Information Technology was established to provide the government with expert independent advice on making Saskatchewan a global leader in the knowledge-based economy. The Council is focusing on the following areas:
    - **Capacity-building** – strengthening infrastructure, education and job creation opportunities;
    - **Commercialization** – promoting collaboration between research and industry; and
    - **Capitalization** – attracting private venture capital.
- Met with over 100 IT companies to develop an understanding of their issues or concerns, and identified opportunities for collaboration and leveraging private sector knowledge in IT service delivery.
- Developed legislation that regulates the IT profession, provides title protection for the Information Systems Professional (ISP) designation, and provides a code of conduct/ethics for IT professionals.
- Hosted an IT symposium in Saskatoon that provided more than 70 industry representatives a forum to identify issues and opportunities for IT sector growth.
- Promoted the Saskatchewan IT sector with a major newspaper advertising feature in March 2005.

Goal 3: Technology enables better government program delivery and citizen services

Technology has given citizens the ability to complete a wide range of tasks using a variety of channels (phone, fax, in person and Internet). Market research clearly shows that citizens expect to access government programs and services using the channel of their choice. However, providing consistent and seamless service across different channels can require the integration of multiple business processes and IT systems.

Effective utilization of government's IT infrastructure and assets will allow government to improve internal process efficiency and improve the public's access to government services and programs. As new applications are developed, an opportunity exists to review and redesign current business processes to ensure that they focus on meeting the public's service delivery needs in an efficient and effective manner.

There is also an opportunity to develop or implement common applications across executive government to support similar business functions. This would leverage software investment, standardize business processes, and reduce application support costs.

2004-05 Accomplishments:

- Launched a multi-year initiative to define a citizen service transformation strategy that will improve overall satisfaction with the services citizens receive from government.
    - The first phase of this project was completed in 2004-05. The outcome was an inventory and high-level assessment of citizen services delivered by 19 departments, along with a high-level assessment of current government services, clients and delivery channels from both a business and technical perspective.
    - The first phase of the report:
        - identifies 1100 services being provided by government departments;
        - identifies service delivery barriers; assesses limitations in government Web delivery;
        - makes recommendations regarding the development of the Citizen Service Delivery strategy and associated implementation plans; and
        - identifies several best practices which can be leveraged to launch pilot projects in 2005-06 to improve citizen services.
- Conducted an analysis of the current use of the Web as a service delivery channel in government. A recommended approach to transforming the government Web presence to a single window, enterprise portal capable of supporting citizen service transformation was developed, including discussion on:
    - organizational structures to support such a portal;
    - priorities for the portal; and
    - an implementation outline.
- Partnered with SaskTel to develop CommunityNet II, which will expand SaskTel's commercial high-speed Internet network to at least 71 more Saskatchewan communities. Thanks to wireless technologies being supplied by Saskatoon-based VCom Inc., for the first time businesses and individuals living in the surrounding areas of those communities will be able to access the service. The expansion will also improve existing service to a number of other CommunityNet locations, including First Nations communities.
- Managed government's central Web portal, which included:
    - Maintaining the central Web portal on a daily basis to ensure its accuracy, timeliness, and usefulness as a service delivery tool to the public.
    - Utilizing the central Web portal to assist in the promotional activities surrounding the province's centennial celebrations and other major government-wide initiatives.
    - Answering or coordinating the response to 4,290 public requests received through the central Web portal for government information or services.
    - Attracting more than 3.3 million users to the central Web portal, compared to 2.8 million in the previous year — an increase of nearly 18 per cent.
- Facilitated the Learning Village pilot project with the Regina Separate, Yorkton, and Prince Albert school Divisions. The project enables online communication between administrators, teachers, parents and students.

Goal 4: Government's data is protected

In recent years, reported global security threats have increased dramatically from 21,000 incidents in 2000 to approximately 137,000 incidents in 2003 (CERT Coordination Center, Carnegie Mellon University). At a time when government dependence on technology is increasing, and in the wake of increasing security threats, it is critical to protect IT infrastructure, data and citizens' privacy.

The government of Saskatchewan is responsible for having the necessary controls to protect government information and citizens' personal data. As a central agency responsible for IT policy, the ITO is responsible for developing government-wide IT security policies and processes, which ensure that government's data and assets are protected.

The ITO is also responsible to ensure that security policies and processes are deployed on cross-government infrastructure like CommunityNet and the ITO data center. Departments are responsible to ensure that internal processes, which are consistent with government-wide policies, are in place to protect their data and assets.

2004-05 Accomplishments:

- Developed a new security policy and associated security standards for the ITO, based on international ISO security standards. The policy identifies processes and procedures for dealing with security threats, monitoring, responding to intrusions, as well as resolving data disclosure and privacy issues. This will provide assurance that the ITO has processes in place to protect the security and privacy of its clients' data.
- Developed the following security documents to support the security of government's IT assets and information:
    - ITO Security Policy and Standards;
    - Information Protection Security Standards;
    - Information Protection Security Survey, which identified security posture within the provincial government; and
    - Security Controls for Protection of Personal Information.
- Created a working committee and a project charter to develop a Business Continuity Planning Guide, which will provide guidelines related to business continuity planning.
- Worked with the department of Justice to develop roles, responsibilities, and an organizational structure for developing and managing government's privacy initiative.
- Designed the final Active Directory security framework for the department, which involved designing data centre requirements and completing threat and risk assessments. Active Directory is a Microsoft product that helps automate the management of data, security and resources in a Windows server environment.
- Designed security requirements for the expansion of CommunityNet. This involved creating a government-wide committee, which documented specific sector requirements.
- Created a fact sheet on office security tips for distribution to all government staff.
- Worked on security initiatives surrounding access to government's financial system.
- Modified Saskatchewan Property Management's Electronic Media Disposal Policy to address security concerns.
- Participated in numerous provincial and national security committees to keep abreast of security trends, issues and challenges, and to cooperate on addressing security threats. Some of the committees include the Computer Security Incident Response Team (CSIRT), National Government Incident Response Team (GovIRT), National Cyber Information Security Protection Committee (NCISP), National Cyber Exercise Committee, and Saskatchewan Cyber Incident Response Team (SaskCIRT).

2004-05 Financial Results

Program	2004-05 Estimates ($ X 1,000)	2004-05 Actual ($ X 1,000)	Variance ($ X 1,000)	
Administration	**$476**	**$511**	**$35**	(1)
Accommodation and Central Services	**156**	**167**	**11**	(1)
Information Management and Technology Initiatives	**1,977**	**3,633**	**1,656**	
Information Technology Initiatives	1,693	3,408	1,715	(2)
Office of Geomatics Coordination	284	225	(59)	(3)
Sub Total	**$2,609**	**$4,311**	**$1,702**	
Supplementary Estimates	**1,715**		**(1,715)**	(4)
Total Appropriation	**$4,324**	**$4,311**	**($13)**	
Capital Acquisitions	—	(274)	(274)	(5)
Amortization	—	109	109	(6)
Total Expense	**$4,324**	**$4,144***	**$(180)**	

* Includes ($1.2K) change in prepaid expense

Explanations for major variances:

1. Increased corporate support requirements related to the addition of an IT operations unit. The additional expenses were offset by savings in the Office of Geomatics Coordination.
2. Started implementing an initiative to accelerate the consolidation of IT service delivery across executive government. Additional funding was provided through supplementary estimates to support this initiative.
3. Reduced support and consulting expenditures.
4. Funding was approved through Supplementary Estimates to start implementing an initiative to consolidate executive government IT service delivery in an effort to reduce costs, improve internal efficiency, and enable departments to deliver programs and services to the public more effectively.
5. Core network equipment for the new ITO data centre was purchased rather than leased as originally planned. This equipment provides a secure, reliable and scalable infrastructure to support current and future IT service delivery needs.
6. Reflects amortization related to core network equipment, which was purchased rather than leased.

Where to Obtain Additional Information

The Information Technology Office is confident that this report provides useful information about its 2004-05 performance results. If you have any questions or comments, or would like additional copies of the Annual Report, we invite you to call (306) 787-8880 or contact:

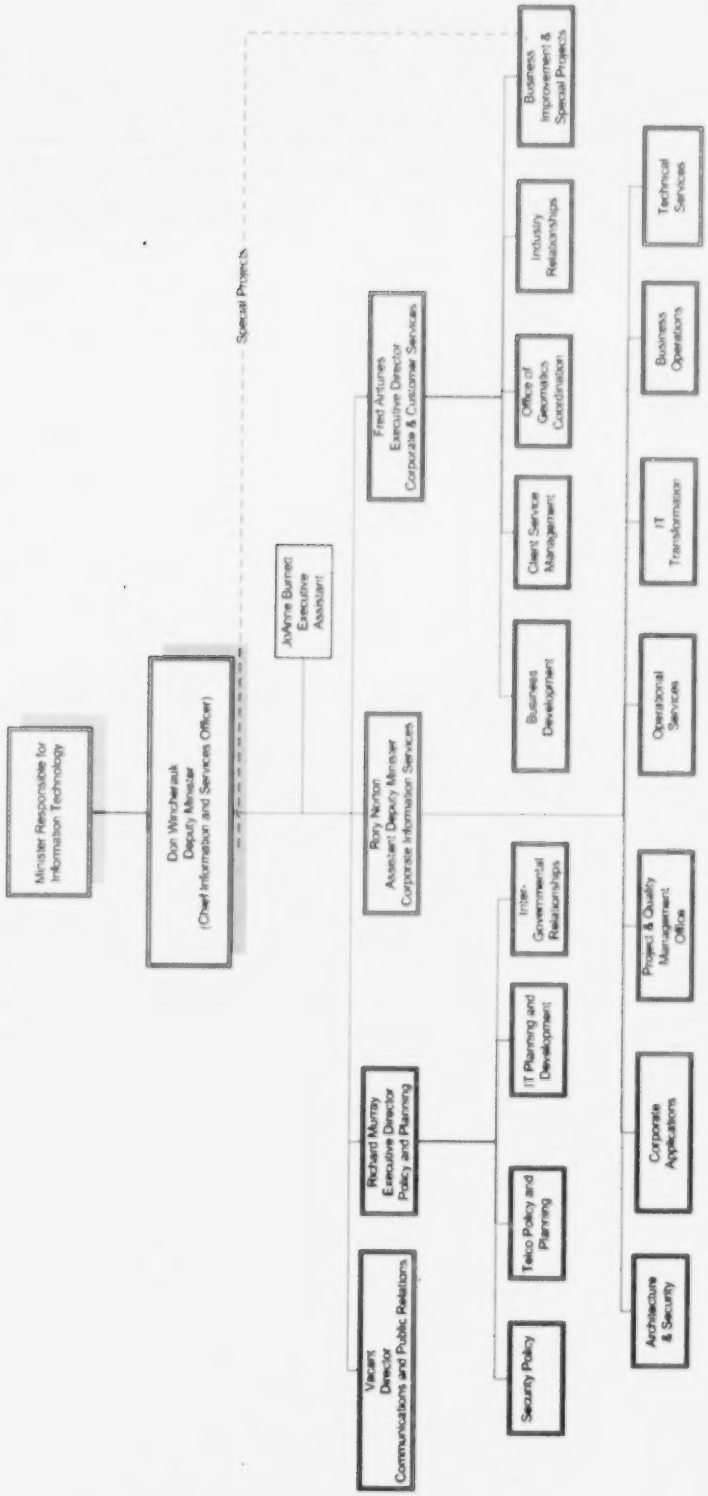
Information Technology Office
8th Floor
2101 Scarth Street
Regina, SK S4P 3V7

Or send us an e-mail through the Information Technology Office Web site:

http://www.ito.gov.sk.ca

Appendix A

Organizational Chart (As of March 31, 2005)



Appendix B

The Minister Responsible for Information Technology is responsible for the following acts and regulations:

- *The Information Technology Office Regulations, December 2004*
- *The Canadian Information Processing Society of Saskatchewan Act, 2005*

Government of
Saskatchewan